



# Questionnaire to Evaluate Customer Satisfaction

**How do you rate us?**

Grading key 1 = very displeased, 6 = very satisfied	1	2	3	4	5	6																		
1. Availability of requested contact person																								
2. Care, friendliness, support by contact person																								
3. Commercial transaction of inquiries, offers and orders																								
4. Reactivity / flexibility with regard to commercial issues																								
5. Reactivity / flexibility concerning technical questions, quality issues																								
6. Technical consulting and assistance																								
7. Technical and qualitative respectively fulfilment (dimensional accuracy, implementation of specs etc.)																								
8. Our delivery time																								
9. Our product range																								
10. Co-operation / response time / processing of complaints																								
11. Company image																								
12. Which of the following criteria are most suitable for our company: <table style="width: 100%; border: none;"> <tr> <td>Dynamic</td> <td><input type="checkbox"/></td> <td>Customer related</td> <td><input type="checkbox"/></td> <td>Bureaucratic</td> <td><input type="checkbox"/></td> </tr> <tr> <td>Careful</td> <td><input type="checkbox"/></td> <td>Innovative/ creative</td> <td><input type="checkbox"/></td> <td>Reliable</td> <td><input type="checkbox"/></td> </tr> <tr> <td>Competent</td> <td><input type="checkbox"/></td> <td>Cooperative</td> <td><input type="checkbox"/></td> <td>Flexible</td> <td><input type="checkbox"/></td> </tr> </table>							Dynamic	<input type="checkbox"/>	Customer related	<input type="checkbox"/>	Bureaucratic	<input type="checkbox"/>	Careful	<input type="checkbox"/>	Innovative/ creative	<input type="checkbox"/>	Reliable	<input type="checkbox"/>	Competent	<input type="checkbox"/>	Cooperative	<input type="checkbox"/>	Flexible	<input type="checkbox"/>
Dynamic	<input type="checkbox"/>	Customer related	<input type="checkbox"/>	Bureaucratic	<input type="checkbox"/>																			
Careful	<input type="checkbox"/>	Innovative/ creative	<input type="checkbox"/>	Reliable	<input type="checkbox"/>																			
Competent	<input type="checkbox"/>	Cooperative	<input type="checkbox"/>	Flexible	<input type="checkbox"/>																			

**Your personal comment:**

We assure handling and usage of data for the limited purpose of internal evaluations.

-----  
**Thank you in advance for your co-operation and assistance!**

Fax reply: 905-624-9265

or

Click [Here](#) to Submit Electronically

Company's Name

Date (dd/mm/yyyy)

Signature

*\*if submitting electronically please type your name as authorization*